

Job Title	Range	Duties	Level A (Developing)	Level B (Practising)	Level C (Accomplished)
Service Desk Team					
Service Desk Support Engineer	Range 3	<p>As a Service Desk professional, your role is pivotal in ensuring the delivery of an efficient, effective, and customer-focused service. You will be responsible for developing key relationships with customers to enhance service delivery and ensure satisfaction with the ICT service. Your practical and procedural knowledge of Microsoft technology and the council's procurement policy will be essential in achieving these goals.</p> <p>Handling customer calls via telephone, email, or the Service Desk System is a core part of your responsibilities. You will strive to solve customer problems and requests at the first point of contact or proactively assign them to specialist teams within ICT. Additionally, you will resolve first-line technical support incidents using remote management software to control users' corporate devices.</p> <p>Accurate logging of all calls on the Service Desk software system is crucial. You will ensure calls are logged correctly and transferred efficiently if they cannot be resolved by the Service Desk. Updating first-line support knowledge articles on</p>	Required for this level (in addition to all previous levels, if applicable)	In addition to level A	In addition to levels A and B
			<b>Qualifications</b> <ul style="list-style-type: none"> <li>Good standard of education with a minimum of 5 GCSE to include Maths and English grades A-C/4-9 or equivalent level 2 qualifications</li> <li>Evidence of a commitment to continuous professional development</li> </ul>	<b>Qualifications</b> <ul style="list-style-type: none"> <li>Evidence of working towards a qualification in a relevant technical subject related to the role. (Microsoft certified) or equivalent.</li> </ul>	<b>Qualifications</b> <ul style="list-style-type: none"> <li>Completed qualifications in technical support e.g. MSDST or CCNA.</li> </ul>
			<b>Knowledge</b> <ul style="list-style-type: none"> <li>Demonstrable technical knowledge of Windows, MS Office, and MS Exchange/Outlook.</li> <li>A good understanding of ICT terminology.</li> <li>Awareness in protecting sensitive data and mitigating cyber threats.</li> <li>Awareness in conducting security audits, vulnerability scans, and implementing security controls to ensure compliance with industry standards.</li> <li>Support in reducing the number of security incidents caused by human error and improving overall security posture of the technical area covered in this job profile.</li> <li>An awareness of equality, diversity and inclusion with <u>an understanding of how to create accessible and inclusive environments that accommodate individuals of all abilities.</u></li> <li><u>An understanding of what good customer service involves.</u></li> </ul>	<b>Knowledge</b> <ul style="list-style-type: none"> <li>Awareness of ITIL and how this can be effective in an ICT environment.</li> <li>Good technical knowledge of IT equipment</li> <li>An understanding of financial management.</li> <li>A sound knowledge of good customer service</li> <li>Working knowledge of the systems used to perform role</li> <li>A practical and procedural knowledge of the councils procurement policy.</li> <li>Understanding the Council's GDPR policy and how it impacts your role</li> <li>An awareness of the One Medway Council Plan</li> <li>An understanding of the Councils Values and Behaviours</li> </ul>	<b>Knowledge</b> <ul style="list-style-type: none"> <li>Higher knowledge gained through courses in technical support e.g. MSDST or CCNA.</li> <li>Knowledge gained, depending on qualification would cover the following key areas: <ul style="list-style-type: none"> <li>IT Support and Troubleshooting</li> <li>Network Configuration and Maintenance</li> <li>Security and System Administration</li> <li>Enterprise IT Environment Support</li> <li>Career Readiness for IT Roles</li> </ul> </li> </ul>

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		the Service Desk system will enable customers to 'self-serve' for basic queries and issues. You will assist Technical Support Engineers with the build, installation, maintenance, support, and decommissioning of desktop, laptop, tablets, and peripheral devices such as printers and scanners. Furthermore, you will support the Asset Management Officer in maintaining an accurate and up-to-date list of software licenses and ensure the appropriate process is followed when installing business applications.  Your role also includes assisting with drop-ins to resolve	<ul style="list-style-type: none"> <li>• <u>An awareness and understanding of GDPR and its importance when handling data.</u></li> <li>• </li> </ul> <p><b>Experience</b></p> <ul style="list-style-type: none"> <li>• Experience of working within an administrative department of a medium to large organisation, ideally within an ICT environment.</li> <li>• Relevant work experience in Service Desk environment</li> <li>• Proven experience of serving customers, dealing with enquiries and providing advice to others.</li> <li>• Experience of carrying out a range of tasks and understanding/following the rules and procedures associated with them.</li> </ul>	<p><b>Experience</b></p> <ul style="list-style-type: none"> <li>• Experience of working within a service desk or desktop support service within a medium to large organisation for a minimum of 12 months.</li> <li>• Of updating first line support knowledge articles</li> <li>• Experience of supporting, adopting, and embracing new ways of working, including technology.</li> </ul>	<p><b>Experience</b></p> <ul style="list-style-type: none"> <li>• <b><u>A minimum of two year's experience in post</u></b></li> <li>• Experience of using an industry standard Service Desk software system &amp; dealing with customers in an SLA driven environment for a minimum of 36 months.</li> <li>• Experience of assisting with builds, installs, maintenance and support and decommission of IT equipment and devices</li> </ul>

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		technical issues, ensuring Laptop Loan pool records are kept up to date, and handling internal and external telephone enquiries. You will deal with customers, colleagues, suppliers, and other organizations as necessary. Additionally, you will assist the Asset Management Officer with mobile phone-related queries. You will conduct security audits, vulnerability scans, and implement security controls to ensure compliance with industry standards. Your support in improving the overall security posture of the technical area covered in this job profile is essential.	<b><u>Skills</u></b> <ul style="list-style-type: none"> <li>• Good communication skills, the ability to communicate both at a technical level within IT and at a non-technical level with customers on the telephone and face-to-face.</li> <li>• Has strong problem-solving abilities in technical environments.</li> <li>• Excellent customer care skills, with experience of adapting style to meet customer needs</li> <li>• Able to manage customer interactions and expectations using soft skills, remaining calm, polite and courteous when dealing with customers.</li> <li>• Competent in written and spoken English.</li> <li>• Good telephone manner and customer care skills.</li> <li>• Able to work effectively as part of a team.</li> <li>• ICT skills</li> <li>• Microsoft Word, Outlook, Excel etc</li> <li>• Able to follow processes</li> <li>• Able to update and maintain accurate records</li> <li>• Good interpersonal skills</li> <li>• The ability to deal with some work-related pressure, for example from deadlines, interruptions or conflicting demands.</li> </ul>	<b><u>Skills</u></b> <ul style="list-style-type: none"> <li>• Demonstrates a consistent ability to manage workloads and respond calmly in challenging or time-sensitive situation.</li> <li>• <b>Skilled in prioritising tasks, maintaining service levels, and delivering quality support.</b></li> <li>• <b>The ability to reflect on performance, seek feedback, and take the initiative to identify personal development to improve skills.</b></li> <li>• Highly organised with strong attention to detail, capable of maintaining accurate documentation and performing administrative tasks in a structured and efficient manner.</li> <li>• Apply the principles of equality and diversity to the duties and activities of the role</li> <li>• <b>Apply the principles of Our Values and Behaviours in the context of your role-</b></li> </ul>	<b><u>Skills</u></b> <ul style="list-style-type: none"> <li>• Demonstrable ability to work within defined procedures and to work independently, using initiative to deal with straightforward situations, referring to supervisor/line manager for unusual or difficult problems.</li> <li>• Demonstrable ability to use own judgement and creativity to assess situations, solve straightforward problems and adapts to new ways of working.</li> <li>• Demonstrates the motivation and capability to develop effective solutions to technical challenges.</li> <li>• </li> </ul>